

GOVERNMENT OF TELANGANA
ABSTRACT

ITE&C Department – MeeSeva - Addressal of the issues adversely impacting citizen convenience concerning applications submitted using T-App Folio - Orders - Issued.

INFORMATION TECHNOLOGY ELECTRONICS & COMMUNICATIONS (eGovernance) DEPARTMENT

G.O.Ms.No. 10

Dated: 11-05-2018

Read :-

G.O.MS.No.3, ITE&C (eGov) Department, Dated: 03.03.2018.

ORDER:

Electronic Service Delivery (ESD), Department of ITE&C, Government of Telangana has launched T-App Folio on 28th February 2018. T-App Folio aims to bring improved convenience to citizens by providing additional service delivery channel through mobile phone. In addition, T-App Folio provides all Government departments with ready access to the underlying comprehensive Mobile Service Delivery Gateway Infrastructure which can be leveraged for a quick and cost effective service delivery.

2. In the G.O. read above, the Government have notified the user charges and issued the guidelines for effective implementation of T-APP Folio.

3. T-App Folio has seen more than 1.2 lakh downloads in the first month of its launch indicating its quick acceptance by citizens of Telangana. ESD has also been closely monitoring multiple platforms for reviews and feedbacks from citizens on T-App Folio.

4. While the feedback suggest a clear appreciation of the initiative among the citizens, increasing number of complaints and grievances from citizens on applications submitted through T-App Folio is a growing area of concern. This requires a quick and concerted effort from all stakeholders and departments participating in MeeSeva to ensure citizens are not inconvenienced.

5. The feedback and grievances received concerning applications submitted using T-App Folio are captured below for consideration of all stakeholders:

a) Department related:

- a) A significant number applications through T-App Folio have already breached the prescribed SLAs and are currently pending in "Not Viewed" stage as observed using reports at MeeSeva.
- b) Seeking hard copy of the application.
- c) Citizens have reported that many of the applications submitted through T-App Folio are being rejected by departments for unsubstantiated reasons.

b) SCAs and MeeSeva Centre related:

- a) It has been brought to the notice of ESD that some MeeSeva centers are denying citizens their right to print certificates for which the applications were submitted using T-App Folio.
- b) Citizens are being asked to pay additional amount for printing the certificates on secured stationery. It is to be noted that printing charges for secured stationery is included in the User Charge being collected from Citizens. This is in spite of specific direction to all the stakeholders.

(P.T.O.,)

::2::

6 In view of the above Government hereby issue the following instructions for improving the service quality of the T-APP Folio

i) for the Departments (Collectors/Joint Collectors/ HoDs):

- a) All concerned approving officers are instructed to process all applications, including those received from T-App Folio, within the prescribed SLAs.
- b) All concerned approving officers are instructed to not seek hard copy submission of application form and supporting documents other than agreed by department for applications submitted using T-App Folio.
- c) Any application whether applied through T-App Folio also shall not be rejected merely on the basis of source of application submission.
- d) All departments shall accept/recognize receipts generated through T-App Folio or soft copy receipts that citizens may show on their digital devices for a relevant purpose including proof of payment, proof of application submission, verification, etc. The department can verify the application on a real time basis through multiple modes.

ii) for SCAs and MeeSeva Centers:

- a. All SCAs and MeeSeva centers are requested to ensure that citizens are not inconvenienced by denying certificate printing facility for applications applied through T-App Folio.
- b. All SCAs and MeeSeva centers are requested to ensure that their operators are appropriately trained to print certificates applied via T-App Folio.
- c. All SCAs and MeeSeva centers are requested to not seek printing charges as highlighted in the G.O. read above.
- d. If any MeeSeva VLE seeks printing charges, ESD will levy a fine.

iii) T-App user (Citizen) has to upload all the required documents on clearly readable format.

7. All the departments concerned are requested to follow the above instructions scrupulously. These orders shall come into force with immediate effect. A copy of this order is available on "goir.telangana.gov.in"

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

JAYESH RANJAN
PRINCIPAL SECRETARY TO GOVERNMENT

To
The Commissioner, ESD (Mee Seva), Hyderabad.
All the Departments of Secretariat.
All the HoDs/Corporations of through the Department concerned.
All the District Collectors in the Telangana State.

Copy to:
P.S. to Hon'ble Minister for IT, Government of Telangana.
PS to Chief Secretary to Government, Government of Telangana.
PA to Principal Secretary to Government, ITE&C Department.
All Wings of ITE&C Department.
All the concerned.
SC/SF.

//FORWARDED:: BY ORDER//

SECTION OFFICER